

# Larissa Lodge Nursing Home Resident Privacy Notice

Demonstrating our commitment to privacy and to inform you information we process in connection with you as a resident of Larissa Lodge Nursing Home, this notice sets out what personal information we process, why we process it, who it is shared and your rights under data protection regulations.

## 1. Information we process

We process information relating to you a number of ways such as through pre-admission processes and through the provision of care and providing our services to you while a resident with us.

Examples of the personal information and records we may process includes:

- Personal identifiers and contact information such as your name, address, PPS number, contact number, email address, account number, private insurance number, copy of your passport and photograph.
- Information required in pre-assessments and assessments while a resident.
- Contract of care, care plans and daily care records.
- Past and upcoming appointments and check-ups.
- Records relating to ongoing care such as information relating to nutrition, physiotherapy, OT, dental and podiatry assessments and treatment.
- Medication and pharmacy record details.
- Past and upcoming vaccination records.
- Accident or incident reports details.
- Records relating to referrals, transfers and discharge.
- Payment information which may include bank or payment card details.
- Clothing and dietary requirements.
- Bank, payment & transaction data such as previous payments you have made.
- Fair deal scheme records such as the Common Summary Assessment Report (CSAR) details and fair deal contribution letter.
- Records of money, furniture and other valuables deposited or received.
- CCTV collected in the dining room, day room and corridors.

Due to the nature of our work, the special category of data that we process most is in relation to your health. We take the processing of this information seriously and make great efforts to keep your information secure. The types of special category data we collect includes:

- Medical information relating to you which is required to provide care to you.
- Health information including mental and physical health and well-being details.
- Dietary requirements and food allergies to provide a suitable diet to you.
- Disability details and mobility requirements to provide suitable care.
- Medical information provided by other sources such as your GP, healthcare professionals, hospital or other healthcare organisations, next of kin or past care settings.

Processing these kinds of special category data is necessary for the purposes of preventive or occupational medicine, medical diagnosis, the provision of health or social care or treatment or the management of health.

Where you are an attorney, relative, or next of kin of one of our residents we may collect:

- Identity and contact details such as your name, home address, email address and phone number.
- Relationship to our resident.

## 2. When we collect information from you

Some examples of the ways we collect information from you includes:

- When enquiring about our services or through pre-admission processes.
- Through the provision of our services in relation to our contract of care and processes relating to you as a resident of Larissa Lodge Nursing Home.
- Through assessments, check-ups and vaccination programs.
- When contacting us directly by email, telephone, post or in-person.

## 3. How We Use Your Information

We process your personal information for a number of reasons including for the provision of healthcare and to meet our contractual and legal obligations. As the information we process can be essential for us to provide you with our services as a resident of Larissa Lodge Nursing Home, we may not be able to provide our services without it. We take your privacy seriously and always take appropriate measures to keep it safe.

To run our business and **perform our contract with you**, we process your information in instances such as to:

- Provide our services to you as a resident of Larissa Lodge Nursing Home. For example, we require information such as your medical information and dietary requirements to provide care to you.
- Process payments to provide our services.
- Send you necessary information such as upcoming appointments, visit schedules and visit requests.

As part of our **legal obligations**, we process your information to comply with relevant laws and regulations.

On the basis of our **legitimate interests**, we process your information in instances such as to ensure network and information security.

To **protect your vital interests** while a resident of Larissa Lodge Nursing Home.

#### Special category data

As outlined under the section '*Information we process*', due to the nature of our work we process health information. We process health information for the purpose of preventive or occupational medicine, medical diagnosis, the provision of health or social care or treatment or the management of health. Any processing relating to Covid-19 is undertaken in the provision of care to you and for reasons of public interest in the area of public health.

## 4. Your Rights

You hold a number of rights in relation to your personal information, which includes:

- The right to access what personal data we hold about you.
- The right to be informed of how we are using your personal data.
- The right to request the erasure of the personal data we hold on you.
- The right to object to us processing your personal data or restrict us from processing some or all of your personal data.
- The right to request the correction of incorrect information we hold on you.
- The right to request that we transfer the information we hold on you to another service provider.
- Your right to lodge a complaint directly with the supervisory authority.

Please ask a member of staff if you wish to exercise any of your rights.

## 5. Sharing your Information

We share your information with a number of parties only as necessary. Sharing your information may occur in the following circumstances with:

- Healthcare practitioners, local and health authorities and the Health Service Executive (HSE) to provide information such as medical records, care records, management of vaccination programs, upcoming appointments and admission details.
- Transport providers to facilitate transport and transfers for you.
- Government agencies such as HIQA and the Health Products Regulatory Authority.
- Payment providers to facilitate payments.
- Professional services such as accountancy practices, insurance, IT service and software providers.

## **6. Retaining your information**

The criteria for which we process your information includes where there is a legal basis or requirement to continuing processing. In general, the information we process relating to you and your care is required by law to be held for the time you reside with us and following this, for a period of seven years after you leave.

## **7. Contacting us**

If you wish to ask a question regarding the processing of your information or this policy, please ask a member of staff or alternatively, we can be contacted at:

**Data Protection Officer  
Eliza care group  
Stephen@elizacare.ie**